

**AN ORDINANCE TO AUTHORIZE AND APPROVE A THREE-YEAR
CONTRACT BETWEEN THE CITY OF WILMINGTON AND
MAILROOM SYSTEMS, INC.**

#3723

Sponsor:

Council
Member
Freel

WHEREAS, pursuant to Section 2-308 and Section 8-200 of the City Charter, City Council may, by Ordinance, authorize contracts for the rendering of services for more than a period of one year; and

WHEREAS, the City publicly advertised the specifications for Contract 13038DFPS - Printing and Mailing Services ("the Contract") -- in accordance with the requirements of Section 8-200 of the City Charter, and subsequently awarded the Contract, a copy of which, in substantial form, is attached hereto and incorporated by reference herein as Exhibit "A", to Mailroom Systems, Inc. ("the Contractor"), the highest ranked proposer; and

WHEREAS, the term of the Contract is for a period of three (3) years from September 23, 2012 through September 21, 2015, at an estimated price of One Hundred Nineteen Thousand Seven Hundred Dollars (\$119,700.00) per year for a total price of Three Hundred Fifty-Nine Thousand One Hundred Dollars (\$359,100.00), with the possibility of two, one-year extensions thereafter, at the option of the City, subject to budget appropriation; and

WHEREAS, the primary purpose of the Contract is to provide printing and mailing services for tax and utility billing for the Division of Revenue, Department of Finance; and

WHEREAS, said extension periods were included in the Contract in order to provide for continuity of service; and

WHEREAS, it is the recommendation of the Department of Finance that the City enter into the Contract with the Contractor for a period of three (3) years, i.e., from September 23, 2012 through September 21, 2015, and reserve the right to extend the Contract for two (2) additional periods of one (1) year thereafter, at the option of the City.


THE COUNCIL OF THE CITY OF WILMINGTON HEREBY ORDAINS:

SECTION 1. Contract 13038DFPS - Printing and Mailing Services – between the City of Wilmington and Mailroom Systems, Inc., a copy of which Contract is attached hereto as Exhibit "A," for the period of three (3) years from September 23, 2012 through September 21, 2015, at an estimated price of One Hundred Nineteen Thousand Seven Hundred Dollars (\$119,700.00) per year for a total price of Three Hundred Fifty-Nine Thousand One Hundred Dollars (\$359,100.00), with the possibility of two (2) additional extensions of one (1) year thereafter, at the option of the City, is hereby approved, and the Mayor and the City Clerk are hereby authorized and directed to execute as many copies of the Contract, as well as all additional undertakings related thereto, as may be necessary.

SECTION 2. This Ordinance shall be effective upon its date of passage by City Council and approval of the Mayor.

First Reading September 20, 2012
Second Reading. . . September 20, 2012
Third Reading Oct. 18, 2012

Passed by City Council,
October 18, 2012


President of City Council 10/18/12

ATTEST: 
City Clerk

Approved as to form this
14th day of September, 2012

Thomas Carney
Assistant City Solicitor

Approved this 23rd day of
Oct, 2012

James M. Baker
Mayor

SYNOPSIS: This Ordinance authorizes the execution of Contract 13038DFPS - Printing and Mailing Services – between the City of Wilmington and Mailroom Systems, Inc. for the period of three (3) years from September 23, 2012 through September 21, 2015, at an estimated price of One Hundred Nineteen Thousand Seven Hundred Dollars (\$119,700.00) per year for a total price of Three Hundred Fifty-Nine Thousand One Hundred Dollars (\$359,100.00), with the possibility of two (2) additional extensions of one (1) year thereafter, at the option of the City.

Impact Statement

Agenda No. 3723

This Ordinance authorizes the execution of a contract between the City of Wilmington and Mailroom Systems, Inc. for printing and mailing services for a period of three (3) years from September 23, 2012 through September 21, 2015, at an estimated price of One Hundred Nineteen Thousand Seven Hundred Dollars (\$119,700.00) per year for a total price of Three Hundred Fifty-Nine Thousand One Hundred Dollars (\$359,100.00), with the possibility of two (2) additional extensions of one (1) year thereafter, at the option of the City.

--- - CONTRACT ---

THIS AGREEMENT, made the 7th day of September in the year Two Thousand Twelve by and between the City of Wilmington, a municipal corporation of the State of Delaware, acting through the agency of the Department of Finance, Division of Procurement and Records, party of the first part (hereinafter designated the Owner), and Mailroom Systems, Inc. party of the second part (hereinafter designated the Contractors.

WITNESSETH, that the Contractor, in consideration of agreements herein made by the Owner, agrees with the Owner as follows:

Article 1. The Contractor shall and will furnish and deliver per specifications, on contract 13038DFPS "Printing and Mailing Services" for the Office of the Mayor in accordance with Advertisement for Bids by the Department of Finance, Division of Procurement and Records date 5/8/12 & 5/15/12 and specifications identified as Contract No. 13038DFPS and by the signatures of the parties hereto, are, together with the said Advertisement for Bids, Instructions to Bidders, Forms of Proposal, and/or other documents pertinent thereto, hereby acknowledge and incorporated into these presents and are to be taken as a part of this Contract.

Article 2. It is understood and agreed by and between the parties hereto that the amount of this Contract is in the amount of One Hundred Nineteen Thousand Seven Hundred --- 00/100 --- Dollars (\$119,700.00) as per Proposal dated 5/8/12 to the Department of Finance, Division of Procurement and Records. The City anticipates entering into a three (3) year contract, with two one year renewals, at the City's option subject to budget appropriation.

Article 3. In the performance of this Contract, the Contractor shall not discriminate or permit discrimination against any person because of his race, color, religion or his national origin.

Article 4. This Agreement shall bind the heirs, executors, administrators, successors and assigns to the respective parties hereto.

In witness whereof the party of the first part has, by recommendation of the Manager of Information Technology the hand of James M. Baker, the mayor, and the corporate seal of the City of Wilmington, attested by the City Clerk, to be hereunto affixed; and the party of the second part has caused the hand of its' President, (or his authorized representative) and its' corporate seal, attested by the Secretary or assistant Secretary, to be hereunto affixed.*

Dated the day and year first above written in the City of Wilmington, County of New Castle, State of Delaware.

Signed, Sealed and delivered
in the presence of:

THE CITY OF WILMINGTON

Witness

By: James M. Baker, Mayor

ATTEST:

City Clerk

MAILROOM SYSTEMS, INC.

Witness

By: President (Seal)

ATTEST:

Secretary

Approved as to Form on this 14th

Day of September, 2012

Thomas Carney
City Assistant City Solicitor

*The City of Wilmington's General Terms and Conditions are attached hereto and incorporated by reference herein and shall become an integral part of this Agreement.

18 September 2012

CITY OF WILMINGTON
GENERAL TERMS AND CONDITIONS

1. Insurance Coverage.

Mailroom Systems, Inc. shall provide insurance coverage for itself and all of its employees, if any, used in connection with this Agreement as follows: workers' compensation as required by law; comprehensive general liability coverage for personal injury, including death, and property damage in the minimum amount of One Million Dollars (\$1,000,000.00). Such policies shall be issued by a financially sound carrier and/or carriers and shall be subject to the reasonable approval of the Client. Mailroom Systems, Inc. shall provide the Client with a certificate of insurance evidencing the above-stated coverage and naming the Client as an additional insured.

2. Indemnification.

Mailroom Systems, Inc. shall defend, indemnify, and hold harmless the Client, its employees, agents, and officers, from and against any and all claims, damages, actions, liabilities and expenses, including reasonable attorney's fees, resulting from the negligent acts or omissions of Mailroom Systems, Inc., its employees, agents, subcontractors, consultants, or subconsultants in performing the services required under this Agreement.

3. Records.

Mailroom Systems, Inc. shall maintain accounts and records, including personnel, property, and financial records, adequate to identify and account for all costs pertaining to this Agreement and such other records as may be deemed necessary by the Client to assure proper accounting for all project funds. Such records shall be made available for audit purposes to the Client or its authorized representatives upon request.

4. Reports and Information.

Mailroom Systems, Inc., at such time and in such form as the Client may require, shall furnish the Client such periodic reports as the Client may request pertaining to the work or services undertaken pursuant to this Agreement. Time is of the essence of this Agreement.

5. Business License.

Mailroom Systems, Inc. shall obtain and/or maintain an appropriate business license from the City of Wilmington Department of Finance.

6. Taxes.

Mailroom Systems, Inc. shall withhold, if applicable, City of Wilmington wage taxes from the compensation of its officers, agents and employees as required by the City

of Wilmington wage tax law.

7. Ownership of Information.

All of the drawings, plans, designs, reports, analyses, specifications, information, examinations, proposals, brochures, illustrations, copy, maps, graphics, slides, and documents prepared, assembled, drafted, or generated by Mailroom Systems, Inc. in connection with this Agreement shall become the exclusive property of the Client. Mailroom Systems, Inc. may keep copies of such documents for its records.

8. Performance of Contract

In performing the professional services described in this agreement, the contractor will use the degree of care and skill ordinarily exercised under similar circumstances by similar professionals in this locale.

9. Ownership of Information.

All of the drawings, plans, designs, reports, analyses, specifications, information, examinations, proposals, brochures, illustrations, copy, maps, graphics, slides, and documents prepared, assembled, drafted, or generated by Mailroom Systems, Inc. in connection with this Agreement shall become the exclusive property of the Client. Mailroom Systems, Inc. may keep copies of such documents for its records.

10. Applicable Law

Contractor acknowledges that this agreement is entered into and deemed negotiated in the State of Delaware. This agreement shall be construed and governed by the Law of the State of Delaware, excluding choice of Law rules, and Contractor hereby consents to the jurisdiction of the courts of the State of Delaware or U.S. District Court for the District of Delaware.

11. Severability

If any provision of this agreement is found upon judicial interpretation or construction to be prohibited by Law or void for any other reason it shall be ineffective to the extent of such prohibition only without invalidating the remaining provisions hereof.

12. Agreement

The terms and conditions set forth herein are intended by the parties to be the final expression of their agreement and is the complete and exclusive statement of the terms thereof and supersedes any and all prior agreements pertaining to the subject matter contained herein. No addition, deletion or modification of any provision of this agreement shall be binding upon either party unless written, acknowledged and accepted by both parties.

ADDENDUM # 1 – ISSUED 5/15/12

CITY CONTRACT 13038DFPS-DIVISION OF REVENUE, DEPARTMENT OF FINANCE

PRINTING AND MAILING SERVICES

Deliver posted mail to USPS at 147 Quigley Blvd., Hares Corner, New Castle, DE 19720

Vendor must have at least three (3) years experience in providing these services

END OF ADDENDUM

REQUESTS FOR PROPOSALS

1. Proposals on **City Contract 13038DFPS – DIVISION OF REVENUE, DEPARTMENT OF FINANCE PRINTING AND MAILING SERVICES** will be received in the Division of Procurement and Records, 8th Floor, Louis L. Redding City/County Building, 800 French Street, Wilmington, Delaware, on **Tuesday, June 5, 2012, at 5:00 P.M.**

2. Proposals must be an original and six (6) copies, sealed in an envelope, and the envelope endorsed "**Proposal for City Contract 13038DFPS – DIVISION OF REVENUE, DEPARTMENT OF FINANCE PRINTING AND MAILING SERVICES**" and addressed to the Department of Finance, Division of Procurement and Records, Eighth Floor, Louis L. Redding City/County Building, 800 French Street, Wilmington, Delaware.

3. Any proposal may be withdrawn prior to the schedule time for opening of proposals or authorized postponement thereof. No proposal may be withdrawn within sixty (60) calendar days after the actual opening thereof.

4. The successful proposer will be required to have or obtain an appropriate business license from the Department of Finance, Revenue Division, City of Wilmington, in order to be awarded the contract. Before obtaining a City of Wilmington Business License, all applicants must show proof of a current State of Delaware Business License.

5. The successful proposer will be required to withhold City of Wilmington Wage Tax from their employees and withheld taxes paid to the City of Wilmington pursuant to the provisions of the Wilmington Wage Tax Law. This law applies to people living and/or working in the City of Wilmington.

6. The U.S. Department of Commerce monitors Procurement transaction made to minority business enterprises by the City of Wilmington. The Minority Business Developments Agency's District Office reserves the right to contact the successful minority proposer and/or subcontractor to confirm any participation in the Procurement process.

7. Award and Execution of Contract

A. **Consideration of Proposals.** Before awarding the contract, a proposer may be required to show that he/she has the ability, experience, necessary equipment, experienced personnel, and financial resources to successfully carry out the work required by the contract.

The right is reserved to reject any and/or all proposals, to waive technicalities, to advertise for new proposals, or to proceed to do the work otherwise, if in the judgment of the department the best interest of the City will be promoted thereby.

B. **Award of Contract.** The award of the contract, if it be awarded, must be within sixty (60) calendar days after the opening of proposals to the qualified proposer whose proposal complies with all the requirements prescribed. The successful bidder will be notified by letter mailed to the address shown on his proposal that his proposal has been accepted and has been awarded the contract.

C. **Cancellation of Award.** The City reserves the right to cancel the award of any contract at any time before the execution of said contract by all parties without any liability against the City.

8. Any person doing business or seeking to do business with the City shall abide by the following Global Sullivan Principles:

A. Support universal human rights and particularly, those of employees, the communities within which you operate, and parties with whom you do business.



**REQUEST FOR PROPOSALS (RFP)
RFP NO. 13038DFPS**

May 8, 2012

Division of Revenue, Department of Finance Printing & Mailing Services

Pre-proposal meeting Monday May 21, 2012@ 11:00 a.m.

SUBMITTAL DEADLINE	SUBMIT	SUBMIT TO
5:00 P.M. Local, Tuesday June 5, 2012 (Submittal Date)	Original plus five (5) duplicate hard copies	Department of Finance, Division of Procurement and Records, 8 th Floor Louis L. Redding City/County Building 800 French Street Wilmington, DE 19801

Questions or requests for this RFP document should be submitted in writing to Tina Romano-Austin, Purchasing Agent, via fax (302) 571-4283 or e-mail to tromano@wilmingtonde.gov.

- B. Promote equal opportunity for employees at all levels of the company with respect to issues such as color, race, gender, age, ethnicity, or religious beliefs, and operate without unacceptable worker treatment such as the exploitation of children, physical punishment, female abuse, involuntary servitude, or other forms of abuse.
- C. Respect employee's voluntary freedom of association.
- D. Compensate employees to enable them to meet at least their basic needs and provide the opportunity to improve their skill and capability in order to raise their social and economic opportunities.
- E. Provide a safe and healthy workplace; protect human health and the environment; and promote sustainable development.
- F. Promote fair competition including respect for intellectual and other property rights, and not offer, pay, or accept bribes.
- G. Work with governments and communities in which you do business to improve the quality of life in those communities – their educational, cultural, economic, and social well-being – and seek to provide training and opportunities for workers from disadvantaged backgrounds.
- H. Promote the application of these principles by those with whom you do business.

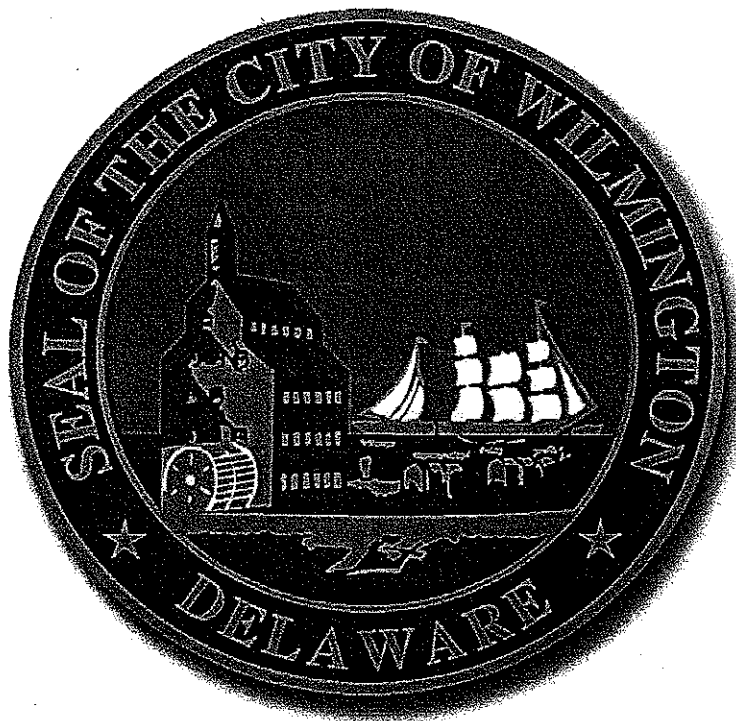
**PRE-PROPOSAL MEETING: Monday, May 21, 2012 @ 11:00 A.M. in the 3RD Floor Conference Room,
Louis L. Redding City/County Building, 800 French Street, Wilmington,
Delaware 19801**

QUESTIONS? Contact Tina Romano-Austin @ 302-576-2420

ATTACHMENT A - EVALUATION CRITERIA AND WEIGHTS

<u>Criteria</u>	<u>Description</u>	<u>Weight</u>
1.	FIRM'S APPROACH TO PROVIDING SERVICES Evaluation of Firm's Responses to Section 2, Parts 1 through 6	40
2.	FIRM'S EXPERIENCE AND CAPABILITIES Evaluation of Firm's Responses to Section 2, Parts 1 through 6	35
3.	PRICING Evaluation of Firm's Proposal in Section 2, Part 5 & Weighted Against the Firm's Responses to Section 2, Parts 1 through 6	25
	TOTAL	<hr/> 100

MAILROOM  SYSTEMS, INC.



**REQUEST FOR PROPOSALS (RFP)
RFP NO. 13038DFPS**

May 8, 2012

Division of Revenue, Department of Finance Printing & Mailing Services

J. MICHAEL GUIDO

MAILROOM  SYSTEMS, INC.

340 Buttonwood St. • West Reading, PA 19611-1116
Phone: 610/236-9100 Ext. 3009
E-Mail: mguido@mailroomsystems.com

The Committee will be interested in learning how you have provided services of this type and how you might handle this work. Structure your responses to make it easy for them to evaluate your capabilities and experience.

Typically, Committees try to review all presentations at one sitting in order to facilitate continuity, which helps improve the consistency of the individual scoring. Due to the number of firms that usually respond and the limited amount of time available to review each proposal, **it is strongly recommended that you be concise and to the point.**

SUBMITTAL: Submit response in six (6) hard copies (original and 5 duplicate hard copies). Responses shall be sealed in an opaque envelope or package which has been clearly marked in the upper left corner with the words "REQUEST FOR PROPOSAL" followed by the firm name and address. In the lower left corner of the envelope or package write out the RFP number, submittal date, and project title.

SUBMITTAL CONTENTS: The submittal response consists of the items listed in the "Contents of Request for Proposal" Section. Any material submitted for consideration must be incorporated in each response copy. A single set of material will not be reviewed. Submissions will become part of the official records for this RFP and cannot be returned.

SUBMITTAL DEADLINE: It is the sole responsibility of the respondent to ensure that their submittal is in the possession of the City of Wilmington Procurement Division, Department of Finance by the appointed date and time. The City of Wilmington shall assume no responsibility for any delay in any other service resulting in a submittal being received late by the Purchasing Department.

SUBMITTAL REJECTION: The City of Wilmington reserves the right to reject any or all Proposals, portions or parts thereof, and to waive all minor irregularities. Special attention will be directed to the qualifications of the firm when considering the award of a contract.

SECTION 2 - CONTENTS OF REQUEST FOR PROPOSAL

To ease proposal identification please make the first sheet of the submittal the completed Part 1 "Proposal Summary And Cover Sheet" immediately followed by completed Parts 2, 3, 4, 5, and 6. Use continuation sheets as necessary indexed to the part to which it is responding.

PART 1 - PROPOSAL SUMMARY AND COVER SHEET

- A. Legal Name of Applicant Company: **Mailroom Systems, Inc**
- B. Name of Contact Person: **Michael Guido**
Title: **Account Manager**
Telephone Number: **610 236 9100 x 3009**
- C. Did outside individuals/agencies assist with preparation of this program? **NO**
If "Yes", please describe:

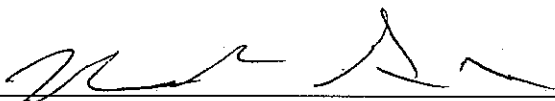
- D. Scope of interest: This proposal is submitted for consideration of our firm for the following noted Request for Proposal:

Request for Proposal
Consideration for 13038DFPS Division of Revenue Department of Finance Printing & Mailing Services

I certify that to the best of my knowledge the information contained in this RFP is accurate and complete and that I have the legal authority to commit this agency to a contractual agreement. I understand that the final funding for any service is based upon funding levels and the approval of the Wilmington City Council.

Michael Guido
Print Name

Account Manager
Title



Signature, Administrator or Applicant Agency

June 4, 2012
Date

PART 2 - RECEIPT OF ADDENDA: All official clarifications or interpretations of the proposal documents will be by written addenda only. The firm acknowledges receipt of the following addenda if any:

Addendum No.	Dated	Addendum No.	Dated	Addendum No.	Dated	Addendum No.	Dated
1	5/15/12						

PART 3 - ADMINISTRATIVE INFORMATION

A. FIRM:

1. Name of Firm: **Mailroom Systems, Inc**
2. Business Address: **340 Buttonwood Street; West Reading, PA. 19611**
3. Telephone Number: **610 236 9100 x 3009**
4. Fax Number: **610 372 4490**
5. Federal Tax Identification Number: **23-2806567**

B. INSURANCE COMPANY:

1. Name of Company: **Rue Insurance**
2. Name of Agent: **Kathleen M Rippert**
3. Address: **P.O. Box 3006 Hamilton NJ 08619**
4. Telephone Number: **(609) 586-3900 X278**

PART 4 - CONTRACTOR QUALIFICATION STATEMENT: The following statements of experience, personnel and general qualifications of the firm are submitted with the assurance that the owner can rely on its accuracy and truthfulness. If more space is required for your answers please attach a continuation sheet(s) to the corresponding Proposal response page referencing the item number.

1. The firm has been in business continuously from
(1973).

2. Describe the general experience of the firm.

Mailroom Systems, Inc. Headquartered at 340 Buttonwood Street West Reading Pennsylvania was founded in 1973 by Thomas J. Trainer. Mr. Trainer saw the need for businesses to outsource their out going USPS mail to enable them to spend more time focusing on their day to day core business activities. In 1978 the United States Postal Service increased the postage discount for presorted mail from \$.01 to \$.02. At this point Mr. Trainer decided that this was an opportune time to launch Mailroom Systems' presorting services. Thomas Trainer retired as president of the company in 1995 and currently is the chairman of the board.

Stephen T. Trainer has been the President since Mr. Thomas Trainer's retirement and has continued to expand upon the core business. Mailroom Systems Inc has been developed into a customer tailored mailing system, where under one roof all of the following functions can be completed;

1. Receiving data file via our secured FTP web site
2. Printing
3. Folding
4. Intelligent Inserting
5. Comingled Presort/Barcoding

Thus insuring the highest level of mail integrity and security as the chain of custody is maintained up to the dispatch of the finished mail trays directly to the USPS Processing & Distribution Center responsible for the local delivery of the mail, thus insuring the quickest delivery time to your customer and thus the quickest receipt of your receivables. (Reducing Days on Sale) The above described outline of mail flow is not offered by nor rivaled by ANY competitor. Currently, Mailroom Systems, Inc. services over three (300) hundred customers on a daily basis and manages millions of dollars of United States Postal revenue. Our daily dispatched mail volume is in excess of 300,000 pieces, with 20% of that volume (60,000 mail pieces) originating from our printing department. With the above in mind Mailroom Systems can insure the maximum postage discount is obtained for you our CUSTOMER.

3. List all engagements the company has undertaken in the last five years which have resulted in:

- a. Arbitration or litigation and the disposition of the cases.

None

- b. Claims being filed by any Federal, State, Local Governmental agency or individual.

None

- c. Liens filed by suppliers or subcontractors. List with whom, for what, and amount.

None

PART 5 - SERVICES

Statement Printing & Mailing Services. The following basic service for imprinting and mailing of monthly billing invoices is desired by The City of Wilmington. Other services may be added before a contract is signed or during the contract term by mutual agreement of the parties. Alternative methods which provide equal or better service or which reduce cost will be considered.

A. Tasks/ Specifications:

1. **One Time Set-Up & Testing:** Contractor representatives will be available to work with City staff as needed to accomplish timely implementation of imprinting and mailing services, including assistance with form needs, assurance of computer input compatibility, and similar details.

2. Imprinting & Mailing:

a. Contractor representatives will be available to work with City staff as needed to accomplish timely implementation of imprinting and mailing services, including assistance with form needs, assurance of computer input compatibility, and similar details.

b. The City will transmit the monthly billing data to the contractor within the first five (5) working days of each month. The monthly transmission file may include flags on some accounts denoting the requirement for contractor to include "monthly inserts" (see paragraph "3" & "4" below) with the statement for that account.

c. The contractor will imprint and mail the statements within two (2) working days of receipt of the billing data, unless special arrangements are made between the contractor and the City.

d. The City will order and deliver to the contractor a three to six month supply of imprinting/ mailing stock, including invoices, mailing envelopes and customer return envelopes.

- e. The contractor will be required to store, control and maintain the delivered imprinting/mailing stock, including notifying the City when stock levels reach the three-month supply level.

4. Special Inserts Mailing:

a. Contractor representatives will be available to work with City staff as needed to accomplish timely implementation of imprinting and mailing services, including assistance with form needs, assurance of computer input compatibility, and similar details.

b. Periodically the City may desire a "special insert" to be included in all or a portion of the total month's mailings. The City will advise the contractor, at least five (5) working days prior to the transmission of billing data for that month, of the requirement to include "special inserts" in that month's mailings.

c. The contractor will print "special inserts" from data provided by the City to be included in either all the mailings or as flagged on the monthly transmission data from the City. The special inserts to be printed by the contractor will generally be printed on one side of paper on regular white paper or colored bond paper, 8 1/2" X 11", with black ink. Or the City will mail or deliver the "special inserts" to the contractor to be included in either all the mailings or as flagged on the monthly transmission data from The County. The method of flagging such accounts will be as agreed upon between the City and the contractor.

d. The special inserts will either be pre-folded or a flat single sheet of paper or flyer measuring nominally 3 1/2" X 8 1/2" to 8 1/2" X 11".

B. Price for Services:

SCHEDULE 5 – STATEMENT PRINTING & MAILING SERVICES

Description	Estimated Quantity	Unit	Unit Price	Extension
<i>Annual Cost</i>				
One Time Set-Up & Testing	1	LS	\$0	\$0
Printing	300,000	EA	\$.011	\$3300.00
Folding – Tri-fold (8/12x11)	300,000	EA	\$.01	\$3000.00
Inserting Statement and Return Envelope (2 pc)	600,000	EA	\$.0065	\$3900.00
Presorting	300,000	EA	\$.015	\$4500.00
Mailing – Postage	300,000	EA	\$0.35	\$105,500
Special Flat Insert	75,000	EA	\$0	\$0
Other Cost				
Grand Total				119,700

C. Questions:

1. Indicate how many years your firm has had experience comparable to that required under the proposed contract as a prime contractor (15 years) and/or as a subcontractor (N/A).

2. List up to five (5) of your most recent clients with whom you have provided similar services, including the years the services were provided and the value of the contracts.

1, Assurant Wireless Solutions, Mobile Services

Laura LaBuda (610) 225-1961

676 E. Swedesford Road Suite 300

Wayne, PA 19087-2195

Value \$ 276,789.77

Years 7

2. Canon Financial Service

Terri Bells (856) 206-1505

158 Gaither Drive

Mount Laurel, NJ. 08054

Value \$109,033.75

Years 7

3. Marlin Leasing

Jim Sherlock (888) 479 9111 x 4128

300 Fellowship Rd

Mount Laurel, NJ 08054

Value \$102,019.48

Years 7

3. Describe your experience providing similar services for public sector organizations.

We are familiar with your project as we perform these services for the City of Wilmington for 7 years.

We have been providing services for the public sector in excess for more than 15 years. In addition to providing daily printing, folding, stuffing, metering and presort bar coding services we have also assisted them with annual mailings (tax bills), monthly mailings (water/sewer bills).

We currently hold the following Contracts:

a. State of Delaware

b City of Reading

c City of Allentown

d Reading School District

e Philadelphia School District

f Lancaster School District

4. Describe your organization to include staff and resources that will be utilized to provide Statement Printing & Mailing Services.

Mailroom Systems Inc has been developed into a customer tailored mailing system, where under one roof all of the following functions can be completed;

1. Receiving data file via our secured FTP web site, in today security minded environment it is required to have a seasoned IT staff (Marlin Behler, Manager) that can deal with threats, both external and internal and make sure that the most efficient paths (both software and hardware) are utilized.
2. Printing/Folding/ Intelligent Inserting, to be able to provide integrity in inserting you must begin with the quality of printing. There is a never ending of new and better hardware and software to improve the flow from Data to finished mail piece and having a seasoned operation staff (Christine Trainer, Print/Letter shop Manager) dealing with the daily challenges is a key tour success.
3. Comingled Presort/Barcoding, the USPS has continued to place high goals and objectives on this industry. The level of advancement in the OCR (readers), both hardware and software over the past ten (10) years has been incredible. Having a seasoned operation staff (James Uppole, VP Mail Operations) dealing with the daily continuing upgrades is a key to our success With the above in mind we have been able to assure the highest level of mail integrity and security as the chain of custody is maintained up to the dispatch of the finished mail trays directly to the USPS Processing & Distribution Center responsible for the local delivery of the mail, thus insuring the quickest delivery time to your customer and thus the quickest receipt of your receivables. (Reducing Days on Sale) The above described outline of mail flow is not offered by nor rivaled by ANY competitor.

5. List the key personnel who will be assigned to work on the Statement Printing & Mailing Services. As part of the final selection process, The City may request resumes for key personnel that will be assigned to work on the Statement Printing & Mailing Services. Failure to provide resume information can be cause for rejecting a submittal as non-responsive. Note: The selected firm will notify The City of changes in the key personnel assigned to work on the Statement Printing & Mailing Services and will agree to furnish resumes upon request.

<u>Name</u>	<u>Title</u>	<u>Experience</u>
a. Stephen Trainer	President	30 years
b. Thomas Kelley	CFO	40 years
c. Larry Weirich	VP Transportation & Logistics	30 years
d. James Uppole	VP Mail Operations	18 years
e. Christine Shappell	Print/Letter shop Manger	14 years
f. Marlin Behler	IT Manager	27 years
g. Michael Guido	Account Manager	20 years

6. Describe your methods, innovation and techniques used to explore, develop, control and accomplish work of Billing Services.

Our years of experience and exposure to the mailing industry and its many facets, have allowed us to develop business relationships with professionals from across a large spectrum of industries. We are very fortunate to have inside information through these resources that support our need to be on the cutting edge as industry standards change and improve.

7. Describe the major items of equipment anticipated to be used to support Statement Printing & Mailing Services, such as: computer system software and hardware; word processing software and hardware; reproduction and binding equipment; and, any other significant productivity tools.

Mailroom Systems is currently utilizing an IBM x236 File Server with multiple mirrored hard drives sets and redundant power supplies. We have also just invested in additional mirrored storage and a brand new LTO2 Ultrium Tape Drive for nightly backup and backup verification currently using a two-week rotation of tapes. The Operating System is the Microsoft Small Business Server 2003 Standard Software Suite utilizing Symantec Backup Exec software for backing-up the Small Business Server components. Mailroom Systems also employs Symantec AntiVirus software for AntiVirus protection on the PC's & the File Server.

- The computer software that will be utilized to create your Statements is DocForm5TM. This software handles the task of merging variable and static data and content, to create personalized print and electronic documents.
- The hardware to produce the document will be a Konica Minolta bizhub PRO 1050, capable of printing over 100 pages per minute. The cut sheet printer is networked directly with the DocForm5 software. After a one time set up of all statements, invoice or document "templates" the files are able to be sent through our software that automatically initiates the printing process.
- The word processing software used in our office and production environments is Microsoft Office Suite. We find it suits all of our needs internally.
- Our reproduction and binding needs are handled through Konica Minolta bizhub PRO 1050. We currently operate two (2) Bell & Howell Intelligent Mail Star inserters (*mailing machines*), one 4 station, with a high capacity top sheet feeder and OMR intelligence, one eight (8) station with a high capacity bottom sheet feeder and bar-code reading intelligence. Both are equipped with MBO folders and AUI technology. This software system insures quality control through job set up functions that are controlled by supervisors, through password protection.

We currently utilize three (3) Bowe Bell & Howell J3000 MLOCR Sorting Machines. All are equipped with the latest and greatest reader technology Sabre HR (High Resolution) Readers and have Parascript enabled reader software. All OCR's have full service Intelligent Mail Barcode (IMB) software and hardware as well as brand new Video Jet inkjets to insure the highest quality barcode being sprayed on each mail piece. Thus assuring the maximum postal savings for you our customer.

8. Indicate if your equipment can handle sorting of a print file for sorting of zip codes for preparation of imprinting statements for mailing with the US Post Office.
(Yes)

9. Describe your knowledge of Coding Accuracy Support System (CASS) certifications.

We use Bowe, Bell & Howell software that is (CASS) Certified with the post office that is updated every month, We (MASS) certified with the USPS every year.

10. Describe your experience with multiple inserts with invoices for mailings.

Mail Star 825 (Inserter) with AUI intelligence, provides security and integrity to all customer mailings, through the System Functions. Features include pre-programmed job options that are customer and job specific, including all components, all computer weighing, postage meter by weight and bar code reading when applicable. The standard sensors and detections devices are also controlled through the system. They are accessible only with Supervisor or Management access. One of the largest obstacles when dealing with mailing equipment is the risk of double stuffs, compromising privacy. This intelligence eliminates those risks by requiring the individual stock weights to be entered into the job program thereby insuring the integrity of the contents of the letter. If a completed "set" is removed it cannot run thru as part of the original mailing it will have to be declared "manually processed" to be accounted for in the predetermined print and fold count. Given the above technological capabilities we can insure inserting integrity of to eight inserts.

11. Describe your experience with bulk mailings and mailing permits.

Mailroom Systems, Inc has been in the mailing business since 1978 and processes and dispatches in excess of 300,000 pieces of mail daily. Each days mailing consist of both meter and permit mail entered via postal form 3600 and the subsequent multiple dispatches to eleven (11) individual USPS P&DC via postal form 8017.

12. Describe the location where the stock of The City's pre-printed forms will be stored.

It will be stored in our 20,000sq foot mail processing facility, that is secured stand alone structure on 2 acres.

13. Describe how a deadline would be met, if the main equipment used failed.

We have redundant printing equipment and if our print systems would fail, we are contracted through our service maintenance provider to support our commitments in the event that there could be significant downtime.

- We have on site maintenance of all mailing equipment, to minimize mailing machine failures. We currently operate our equipment at 40% capacity, so in the event that one mailing machine fails, there is excess capacity on the remaining functioning equipment to accommodate the production needs and meet the deadlines. Beginning January 1, 2009 all inserting has been processed exclusively utilizing one (1) of our multiple intelligent inserters.**

14. If the City changes the billing cycle from once a month to twice a month, describe the impact on the operation.

None

15. In the event of a disaster, including major or minor events, describe your plans in place for continuing to provide the Statement Printing & Mailing Services.

(See Attached Disaster Recovery Plan)

PART 6 - OTHER: (OPTIONAL) The purpose of Part 6 is to provide a place for the introduction of any other information believed necessary to more fully develop the response, including any proposed alternatives or deviations to the minimum specifications.

MAILROOM SYSTEMS ADVANTAGES

1. **Employees:**
 - a. Every employee is subject to Pa. State Police and NCIC background check.
 - b. Every employee is subject to random drug testing.
 - c. Every employee signs a non-compete and confidentiality contract.
 - d. Every employee is fully bonded
2. **Transportation:**
 - e. Company owned vehicle fleet in excess of fifty (50) vehicles.
 - f. Company employed drivers
 - g. Entire fleet maintained by company employees
 - h. Towing and recovery operations handled by company employees.
3. **Mail Processing Facility:**
 - a. Back up electrical generation plant on site.
 - b. Medeco Security locks.
 - c. Burglary and Fire alarm system
4. **Printing:**
 - a. Secured FTP web site for receiving data files
 - b. High Speed laser printing
5. **Inserting:**
 - a. Intelligent inserting including eight (8) stations selective inserts
 - b. Inventory Storage and Management
 - 1) Included in our price is storage of two pallets of your #10 envelopes and/or your #9 business reply envelopes.
 - 2) Through the use of our Mail Management Software System we will monitor the quantity of envelopes and their reorder point, so you are always aware of the inventory on hand.
 - 3) The benefits listed above will help you to reduce your spending on envelopes by enabling you to order larger quantities.
6. **Metering:**
 - a. Digital metering equipment
 - a) Fully USPS compliant
 - b) No pain and suffering on a daily basis trying to get the job done with an uncooperative machine.
 - c) No equipment expense (i.e. capital purchases, leases, rental, servicing, and supplies).
 - d) We utilize the latest in mailroom technology and software for cost center accounting and reporting.
7. **Letter size presorting/barcoding services:**
 - a. Multiple OCR's Sorting Machines
 1. All Sabre HR (High Resolution) Readers
 2. Multiple OCR's with Parascript enabled reader software
 3. All OCR's with full service Intelligent Mail Barcode (IMB) software and hardware installed

8. Daily USPS Acceptance and Postal Distribution Center (P&DC) delivery to:

- a) South Jersey P&DC, Bellmawr, NJ. 08099
- b) North Jersey P&DC, Kearny, NJ. 07099
- c) Philadelphia P&DC, Philadelphia, Pa. 19176
- d) Southeastern P&DC, Southeastern, Pa. 19399
- e) Hare's Corner P&DC, New Castle, DE. 19720
- f) Lehigh Valley P&DC, Lehigh Valley, Pa. 18002
- g) Reading P&DC, Reading, Pa. 19612
- h) Harrisburg P&DC, Harrisburg, Pa 17107
- i) Wilkes Barre P&DC, Wilkes Barre, Pa. 18701
- j) Scranton GMF, Scranton, Pa. 18505

2145

License

LICENSE NO. 2011604810
POST CONSPICUOUSLY

STATE OF DELAWARE

DIVISION OF REVENUE

VALID

01/01/12 - 12/31/12
NOT TRANSFERABLE

DLN: 12 50209 59

BUSINESS CODE 007
GROUP CODE

LICENSED
ACTIVITY

PROFESSIONAL AND/OR PERSONAL SERVICES

DATE ISSUED: 01/17/12

VALIDATED

2012

LICENSE FEE: \$ 75.00

MAILING ADDRESS

BUSINESS LICENSE

BUSINESS LOCATION

#BWNKHPS
#13UL UP30 1LM2 DII3#
MAILROOM SYSTEMS, INC
340 BUTTONWOOD ST
WEST READING PA 19611-1116



MAILROOM SYSTEMS, INC
340 BUTTONWOOD ST
WEST READING PA 19611-1116

IS HEREBY LICENSED TO PRACTICE, CONDUCT OR ENGAGE IN THE OCCUPATION
OR BUSINESS ACTIVITY INDICATED ABOVE IN ACCORDANCE WITH THE LICENSE
APPLICATION DULY FILED PURSUANT TO TITLE 30, DEL CODE.

PATRICK T. CARTER

DIRECTOR OF REVENUE

IMPORTANT - TEAR AT ABOVE PERFORATION AND DISPLAY IN A PUBLIC LOCATION

Federal E.I. No. or
Social Security Number 1 23280 6567 001

Business Code 007
Group Code

Licensed
Activity

PROFESSIONAL AND/OR PERSONAL SERVICES

The State of Delaware Business License printed above must be posted in a public area at the location address listed. If you have any questions regarding this license, please call (302) 577-8778.

REPLACEMENT LICENSES

Keep this portion of your license separate, in case you need a replacement for any lost, stolen or destroyed license. A \$15 fee will be charged for the replacement of a license. Send the \$15 along with a copy of this form or provide your Federal Employer Identification Number, or Social Security Number, suffix, Business Code, Business Name and address to Delaware Division of Revenue, Attn.: Business Master File, PO Box 8750, Wilmington, DE 19899-8750. You will receive your replacement license within three to four weeks.

OTHER IMPORTANT INFORMATION

Most licensees are also required to pay either gross receipts or excise taxes in addition to the license fee. You can file these taxes online or obtain a paper form from our website at www.revenue.delaware.gov. You must submit all business tax returns filed with the Division of Revenue under the same identification number. If you are a sole-proprietor, and have a federal employer identification number, use the employer identification number, not your social security number. Only sole proprietors with no employees are allowed to file under their social security number. Inquiries regarding your coupon booklets to pay withholding, corporate tentative, and Sub Chapter "S" estimated taxes, or to make changes to your name, address, or identification number, should be directed to the Business Master File Unit at (302) 577-8778.

INTERNET SITE

The Division of Revenue web address is: www.revenue.delaware.gov. Visit our web site for tax tips, links to telephone numbers, forms that you can download, links to other State agencies, the Delaware Code, the publication "Delaware Guide for Small Business" and lots more. Internet filing of personal income tax returns via the Division of Revenue's website is available. Internet filing for Withholding, Gross Receipts and Corporate Tentative payments is also available.



CERTIFICATE OF LIABILITY INSURANCE

MAILR-1

OP ID: KR

DATE (MM/DD/YYYY)

06/04/12

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Rue Insurance P.O. Box 3006 Hamilton, NJ 08619 Rue Insurance		800-272-4783 609-586-3991	CONTACT NAME: PHONE (A/C No. Ext): E-MAIL ADDRESS:	FAX (A/C No.):
INSURED Mailroom Systems, Inc. 340 Buttonwood Street West Reading, PA 19611		INSURER(S) AFFORDING COVERAGE		
		INSURER A: Pennsylvania National Mutual		NAIC # 14990
		INSURER B: PA State Worker's Ins. Fund		
		INSURER C: Travelers Insurance Cos.		36161
		INSURER D:		
		INSURER E:		
		INSURER F:		

COVERAGES**CERTIFICATE NUMBER:****REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY		BP90628276	01/03/12	01/03/13	EACH OCCURRENCE \$ 1,000,000
	<input type="checkbox"/> COMMERCIAL GENERAL LIABILITY					DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR					MED EXP (Any one person) \$ 5,000
	<input checked="" type="checkbox"/> Business Owners					PERSONAL & ADV INJURY \$ 1,000,000
GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE \$ 2,000,000
<input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC						PRODUCTS - COMP/OP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY		AU90628276	01/03/12	01/03/13	Empl Ben \$ 1,000,000
	<input checked="" type="checkbox"/> ANY AUTO					COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
	<input type="checkbox"/> ALL OWNED AUTOS	<input type="checkbox"/> SCHEDULED AUTOS				BODILY INJURY (Per person) \$
	<input type="checkbox"/> HIRED AUTOS	<input type="checkbox"/> NON-OWNED AUTOS				BODILY INJURY (Per accident) \$
A	UMBRELLA LIAB	<input checked="" type="checkbox"/> OCCUR	UL90628276	01/03/12	01/03/13	PROPERTY DAMAGE (Per accident) \$
	EXCESS LIAB	<input type="checkbox"/> CLAIMS-MADE				EACH OCCURRENCE \$ 2,000,000
	DED <input checked="" type="checkbox"/> RETENTION \$ 0					AGGREGATE \$ 2,000,000
M	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY		05857227	02/06/12	02/06/13	WC STATUTORY LIMITS OTH-ER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	<input type="checkbox"/> Y <input type="checkbox"/> N				E.L. EACH ACCIDENT \$ 500,000
	If yes, describe under DESCRIPTION OF OPERATIONS below					E.L. DISEASE - EA EMPLOYEE \$ 500,000
						E.L. DISEASE - POLICY LIMIT \$ 500,000
C	Empl Dishonesty		105542276	01/03/12	01/03/13	Limit 100,000
A	Property		BP90628276 (SPEC FORM)	01/03/12	01/03/13	Incl thef 340,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

CERTIFICATE HOLDER**CANCELLATION**

CITY OF W

City of Wilmington
800 French St.
Wilmington, DE 19801

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Attachment: 4 A



Disaster Recovery Plan

**340 Buttonwood St
West Reading, PA 19611**

Disaster Recovery Plan

Section 1. Major goals of this plan

The major goals of this plan are the following:

- To minimize interruptions to the normal mail operations.
- To limit the extent of disruption and damage.
- To minimize the economic impact of the interruption.
- To establish alternative means of operation in advance.
- To train personnel with emergency procedures.
- To provide for smooth and rapid restoration of mail service.

Section 2. Personnel

Emergency Customer Contact Chain of Command Personnel			
Name	Position	Address	Telephone
Stephen Trainer	President	340 Buttonwood Street West Reading, Pa 19611	610 236 9100 Ext 3001 Cell # 610 637 5109
James Uppole	VP of Mail Operations	340 Buttonwood Street West Reading, Pa 19611	610 236 9100 Ext 3004 Cell# 610 721 4835
Larry Warrick	VP of Transportation Logistics	340 Buttonwood Street West Reading, Pa 19611	610 236 9100 Ext 3003 Cell# 610 637 8436
Gary Shank	VP of Sales & Marketing	340 Buttonwood Street West Reading, Pa 19611	610 236 9100 Cell# 610 972 0290
Michael Guido	Account Manager	340 Buttonwood Street West Reading, Pa 19611	610 236 9100 Ext 3009 Cell# 610 578 4590

Section 3. Inventory profile

Equipment on hand that is duplicated on site in case of failure:

- 11 MLOCs
- 15 meter stations
- 4 Baum Folders
- 5 Inserters
- 40 Personal computers w/ Smartup Backup
- 50 Nextel Wireless Telephones
- Air conditioner and heaters
- General data communication
- Spare displays
- Racks for palletized storage
- Humidifier or dehumidifier
- Three Wide area loading docks
- 30 Chevy Van for mail transportations
- 20 p/u trucks for mail transportations
- 3 Straight Body Box Trucks for mail transportation

Section 4. Information services backup procedures

- IBM Server w/Belkin Backup
 - Daily, journal tapes are changed at 8:00am daily.
 - Daily, a save of changed objects in the following libraries and directories is done daily. Drives: (c) , (d) , (e) , (f) , (g) , (h) ,(o) , (r)

This procedure also saves the files to the drives.

- On a daily basis a complete save of the system is done.
 - All saved media is stored onsite in a vault at;
 - 340 Buttonwood Street West Reading, PA 19611 and stored at offsite location.
- Personal Computer
 - All personal computers are backed up. Copies of the computer files are uploaded to the server daily, just before a complete save of the system is done. It is then saved with the normal system save procedure. This provides for a more secure backup of computer-related systems where a local area disaster could wipe out important computer systems.

Section 5. Disaster recovery procedures

Emergency Response Procedures

STRATEGIES – FIRE

A fire may include visible flames, smoke, or strong odors of burning. The appropriate emergency action is for persons to evacuate the building quickly and safely and notify the Fire Department by dialing 911 (9-911 from a internal phone). Management shall work with the emergency responders to provide information about the location of the fire, the cause of the fire, and to assist in a safe and orderly evacuation of the building.

Immediate Action

1. For the person discovering the fire, remember R-A-C-E:
 - A. REMAIN CALM, and RESCUE anyone in immediate danger.
 - B. ALARM—pull the nearest fire alarm.
 - C. CONTAIN the fire—close all doors but do not lock them—and CALL 911 (9-911 from a internal phone)
 - D. EXTINGUISH the fire only if you can do so safely and quickly, and EVACUATE the building using established procedures.
After the fire is extinguished, call 911, if you have not already done so.
2. For occupants of the building:
 - A. Close, but do not lock the doors to your immediate area.
 - B. EVACUATE the building via the nearest exit. Assist others in exiting the building.
 - C. DO NOT PANIC
 - D. Avoid smoke-filled areas.
3. For persons evacuating from the immediate fire area:
 - A. Feel door from top to bottom. If it is hot, DO NOT proceed; go back.
 - B. If door is cool, crouch low and open the door slowly. Close door quickly if smoke is present so you do not inhale it.
 - C. If no smoke is present, exit the building via the nearest stairwell or exit.
 - D. If you encounter heavy smoke in a stairwell, go back and try another stairwell.

Decision

The responding Fire Department will control and make decisions at the scene of the fire. The Fire Department will decide when to turn control of the scene back to the Management of MSI, which will decide when to turn control of the scene back to the facility manager.

STRATEGIES – HAZARDOUS MATERIALS INCIDENT

A hazardous materials incident may be a spill or release of chemicals, radioactive materials or biological materials inside a building or to the environment. The user may manage simple spills. Major spills or emergencies require emergency assistance from 24-hour emergency agencies, i.e. the local Fire Department. The Company does not have a fire department or HAZMAT Team.

Immediate Action

1. Simple spills should be cleaned up by the person causing the spill.
2. Major spills or emergencies:
 - A. Dial 911 (9-911 from a internal phone)
 - B. Evacuate, assemble at a safe distance, and designate a person to communicate with the Fire Department
 - C. Account for individuals
 - D. Wait for and provide information to responders

STRATEGIES – INFRASTRUCTURE FAILURE

It is understood that from time to time MSI may experience infrastructure problems that could render the work site unsafe or uninhabitable, such as electricity, computer, water, or telephone failures.

Immediate Action

1. If a critical incident is experienced relating to water, electricity, call Management.
2. If a critical incident is experienced relating to telephone systems, call Management
3. If a critical incident is experienced relating to computer systems, call the IT Help Desk at 610 678 8131

Decision

The first responders will determine whether a critical incident exists, and will report to the appropriate department heads. In the event that a critical incident exists, our Management Team will be notified.

STRATEGIES – TERRORIST ATTACK

Prepare to deal with a terrorist incident by adapting many of the same techniques used to prepare for other crises, such as being alert to your surroundings -- including any conspicuous or unusual behavior -- and being familiar with the evacuation plan for your building -- including learning where emergency exits are located.

Section 6, Backup Operations Procedures

We will utilize one or both of the facilities listed below to be our alternate offsite processing center.

IWCO Hamburg:
100 Industrial Drive
Hamburg, PA 19526

Brokers Worldwide
701 Ashland Avenue
Folcroft, PA 19032

Recovery Actions Procedures

To facilitate the rapid restoration of systems following a disaster.

- a. Our on site generation plant will be utilized to provide long term power to 340 Buttonwood Street; West Reading, PA. 19611

Disaster action checklist

Plan Initiation

Notify senior management

- a. Contact and set up disaster recovery team
- b. Determine degree of disaster
- c. Implement proper application recovery plan dependent on extent of disaster (see Section 7. Recovery plan--on site)
- d. Monitor progress
- e. Contact backup site and establish schedules
- f. Contact all other necessary personnel--both user and data processing
- g. Contact vendors--both hardware and software
- h. Notify users of the disruption of service

2. Follow-Up Checklist

- a. List teams and tasks of each
- b. Obtain emergency cash and set up transportation to and from backup site, if necessary
- c. Set up living quarters, if necessary
- d. Set up eating establishments, as required
- e. List all personnel and their telephone numbers
- f. Establish user participation plan
- g. Set up the delivery and the receipt of mail
- h. Establish emergency office supplies
- i. Rent or purchase equipment, as needed
- j. Determine applications to be run and in what sequence
- k. Identify number of workstations needed
- l. Check out any off-line equipment needs for each application
- m. Check on forms needed for each application
- n. Check all data being taken to backup site before leaving and leave inventory profile at home location
- o. Set up primary vendors for assistance with problems incurred during emergency
- p. Plan for transportation of any additional items needed at backup site
- q. Take directions (map) to backup site

- r. Retrieve Data from on site vault and offsite back up server
- s. Take copies of system and operational documentation and procedural manuals.
- t. Ensure that all personnel involved know their tasks
- u. Notify insurance companies

Recovery start-up procedures for use after a disaster

- 1. Contact Customers to let them know normal operations are beginning.
- 2. Contact power and telephone service suppliers and schedule any necessary service connections.
- 3. Notify management immediately if any related plans should change.

Section 7. Recovery plan-on site

- 1. Notify **Hedrick Electrical** of the nature of the disaster and the need to select the on site plan.
- 2. Confirm all needed backup media are available to load the backup computer.
- 3. Notify Hedrick Electrical Company of plans to use onsite generation plant long term 340 Buttonwood Street West Reading, PA 19611.
- 4. Begin reestablishing power and communications at 340 Buttonwood St.
- 5. Plug into the communications lines and do necessary checks.
- 6. Begin loading system from backups .Begin normal operations as soon as possible:
 - a. Daily jobs
 - b. Daily saves
 - c. Weekly saves
- 7. Plan a schedule to back up the system in order to restore on a home-base computer when a site is available. (Use regular system backup procedures).
- 8. Secure mobile site and distribute keys as required.
- 9. Keep a maintenance log on mobile equipment.

Communication disaster plan

If the primary secured T1 line fails:

- 1. Forward main number to an assigned mobile phone.
- 2. Transfer all communications to secondary secured active internet portal.
- 3. If secondary internet portal fails it is switched over third active internet portal

Section 8. Recovery plan-off site

The disaster recovery service provides an alternate site. The site has a backup system for temporary use while the home site is being reestablished.

1. Notify **IWCO** or **Brokers Worldwide** of the nature of the disaster and of its desire for a hot site.
2. Transferred to:
 - a. **100 Industrial Drive Hamburg, PA 19526,**
 - b. **701 Ashland Avenue, Folcroft, PA 19032**
3. Begin making necessary travel arrangements to the site for the operations team.
4. Confirm that all needed equipment is available.
5. Review the checklist for all necessary materials before departing to the site.
6. Make sure that the disaster recovery team at the disaster site has the necessary information to begin restoring the site.
7. Provide for travel expenses (cash advance).
8. After arriving at the site, contact home base to establish communications procedures.
9. Review materials brought to the hot site for completeness.
10. Begin normal operations as soon as possible:
 - a. Daily jobs
 - b. Daily saves
 - c. Weekly saves

Section 9. Rebuilding process

The management team must assess the damage and begin the reconstruction.